

YOUTH SERVICES POLICY

Title: Performance Standards Next Annual Review Date: 03/08/2013	Type: C. Field Operations Sub Type: 5. Monitoring Number: C.5.5
	Page 1 of
References: ACA Standards 2-CO-1A-06, 2-CO-1A-09, 2-CO-1A-20, 2-CO-1A-21, 2-CO-1A-22 (Administration of Correctional Agencies); 4-JCF-6A-09, 4-JCF-6A-10 (Performance-Based Standards for Juvenile Correctional Facilities); 2-7062 and 2-7086 (Juvenile Probation and Aftercare Services); A.2.24 "Staff Development and Training Plan", B.2.1 "Assignment, Reassignment, Release and Discharge of Youth", C.1.7 "Crime Victims Registration and Notification", B.2.2 "Youth Classification System and Treatment Procedures", B.2.3 "Secure Care Direct Admission", B.2.12 "FAST Track Program", B.2.13 "Secure Care Early Release", B.2.14 "Secure Care SAVRY", B.2.15 "Substance Abuse Treatment Program", B.2.16 "Secure Care Sex Offender Direct Admission and Assessment", B.8.4 "Religious or Faith-Based Programs and Services", B.8.11 "Pre-Release Program", B.8.3 "Volunteer Services Program", B.8.12 "Secure Care Youth Orientation", C.2.8 "Youth Visitation in Secure Facilities", C.2.12 "Emergency Escorting", C.4.1 "Furlough Process and Escorted Absence", and C.4.7 "Escorted Absences"	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 03/08/2012

I. AUTHORITY:

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To utilize Youth Services (YS) data collection processes to develop outcomes, analyze trends, identify weaknesses, develop baselines for use in budget projections, decision making, and to set future goals for the agency.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretaries, Facility Directors, and their support staff.

IV. DEFINITIONS:

Baseline – data gathered to provide a comparison for assessing program changes or impact.

Continuous Quality Improvement Services (CQIS) - the Central Office performance-based and results-driven competency and efficiency management system.

Outcome Measure - a measurement of events, occurrences, conditions, behaviors, or attitudes that demonstrate the extent to which a desired condition has been achieved.

Performance Indicator - quantifiable measurements that reflect the critical success factors of a program or organization.

Performance Indicator Grid - a guide used to collect data, including survey questionnaires, interview guides, observational checklists and written record extraction forms.

Process Measure – a measurement that demonstrates the extent to which a program operates as intended.

YS Performance Standard - a written statement of the conditions that will exist when agency policy and procedure is followed.

V. POLICY:

It is the Deputy Secretary's policy that the Office of Juvenile Justice (OJJ) shall comply with YS' Performance Standards, and ensure data integrity, as well as routine quality assurance. The prompt and accurate input of information into the applicable centralized databases utilized by YS, as well as the routine review and examination of the data, shall ensure reliability and a consistent degree of accuracy of the information.

A. YS' Secure Care Performance Standards can be accessed by logging on to YS SharePoint at: <http://oydcosps/default.aspx>. The standards are categorized as follows:

1. Management and Accountability
2. Assessment and Intervention
3. Safety
4. Security
5. Medical Services
6. Education

- B. YS' Community-Based Services (CBS) Performance Standards can be accessed by logging on to YS SharePoint at <http://oydcosps/default.aspx>. The standards are categorized as follows:

1. Management and Accountability
2. Supervision
3. Security

VI. PROCEDURES FOR SECURE CARE AND CBS:

A. Data Collection

Data sources include:

1. Accident and Injury (A&I) database
2. CCS Medical Reports
3. Code of Conduct/Assaults database
4. Criminal Record Check log
5. Education Monitoring
6. Employee Activity Database
7. Furlough Database
8. ISIS
9. JETS
10. Key Control Database
11. Monthly Medical Reports
12. Safety Reports
13. Search Reports
14. Staff and Youth Surveys
15. TREC
16. Tool Inventory
17. Treatment Reviews
18. Unusual Occurrence Reports (UORs)

B. Central Office Data Collection

Data shall be collected on a monthly, quarterly, or annual basis utilizing existing YS databases by designated Central Office staff. The frequency of collection shall occur as indicated on the applicable Performance Indicator Grid.

Data collection shall be completed by the 10th working day of the month, for the prior month's activity.

C. Unit Data Collection

Manual data shall be collected on a monthly or quarterly basis by the designated Site Coordinator at each unit.

The frequency of secure care collection shall occur as indicated on the attached Performance Indicator Grid - Secure Care [see Attachment C.5.5(a)].

The frequency of CBS collection shall occur as indicated on the attached Performance Indicator Grid - CBS [see Attachment C.5.5 (b)].

Following data collection, the applicable Performance Indicator Grid shall be completed by the Site Coordinator at each unit, and submitted to CQIS by the 10th working day of the month, for the prior month's activity.

D. Semi-Annual Reporting

A report of outcome and process measures shall be compiled, reported, and presented to Executive Staff, Facility Directors, and Regional Managers by the Chief of Operations on a semi-annual basis.

E. Action Plan on Performance Outcome Reporting.

An Action Plan [see Attachment C.5.5 (c)] to address areas in need of improvement shall be submitted by the Facility Director/Regional Manager within 30 days of receipt of the Semi-Annual Performance Outcome Report.

VII. PERFORMANCE OUTCOMES AND GOALS:

The first year data shall be utilized to develop a baseline from which goals shall be established.

VIII. STAFF DEVELOPMENT:

By March 1, 2012, all applicable staff shall be trained on this policy by CQIS.

IX. DATA COLLECTION IMPLEMENTATION:

In July 2012, the first data collection shall be conducted. A Semi-Annual Performance Outcome Report shall be issued for the period January 1 - June 30, and semi-annually thereafter.

Previous Regulation/Policy Number: N/A

Previous Effective Date: N/A

Attachments/References:



C.5.5 (c) Action Plan Templet 2-8-12.docx